



**TEXAS**  
Health and Human  
Services

**Early Childhood Intervention (ECI)  
Local Health Department (LHD)  
Mental Health & Intellectual Developmental  
Disabilities (MH-IDD)  
Refresher Training**

---

**Random Moment Time Study**

# The Agenda



TEXAS  
Health and Human  
Services

## **Random Moment Time Study (RMTS) will include:**

- RMTS Overview
- RMTS Requirements
- Contacts – Roles and Responsibilities
- Participant List
- Moment Selection
- Moment Response
- System Demonstration
- Polling Questions
- Medicaid Administrative Claiming (MAC) Overview
- Wrap up

# What is Random Moment Time Study (RMTS)?



- A valid random sampling technique that measures the participant's time performing work activities
- The “Moment” represents one minute of time that is randomly selected from all available moments within the quarter
- Statewide time study sample

Regardless of the entity the time study participant is located, once the moment has occurred, please logon to STAIRS and respond to the series of questions documenting the activity being performed and the name of the entity.

- Significantly reduces staff time needed to record participant activities

# Overview - Purpose of RMTS



- To determine the percentage of time the entity incurs assisting individuals to access medically necessary Medicaid funded services
  - Medicaid Outreach
  - Medicaid Eligibility Determination
  - Medicaid Referral, Coordination, and Monitoring
  - Medicaid Staff Training
  - Medicaid Transportation
  - Medicaid Translation
  - Medicaid Program Planning, Development & Interagency Coordination
  - Medicaid Provider Relations
- To reasonably identify staff time spent on activities during the given quarter.

# Overview - Time Study Activities

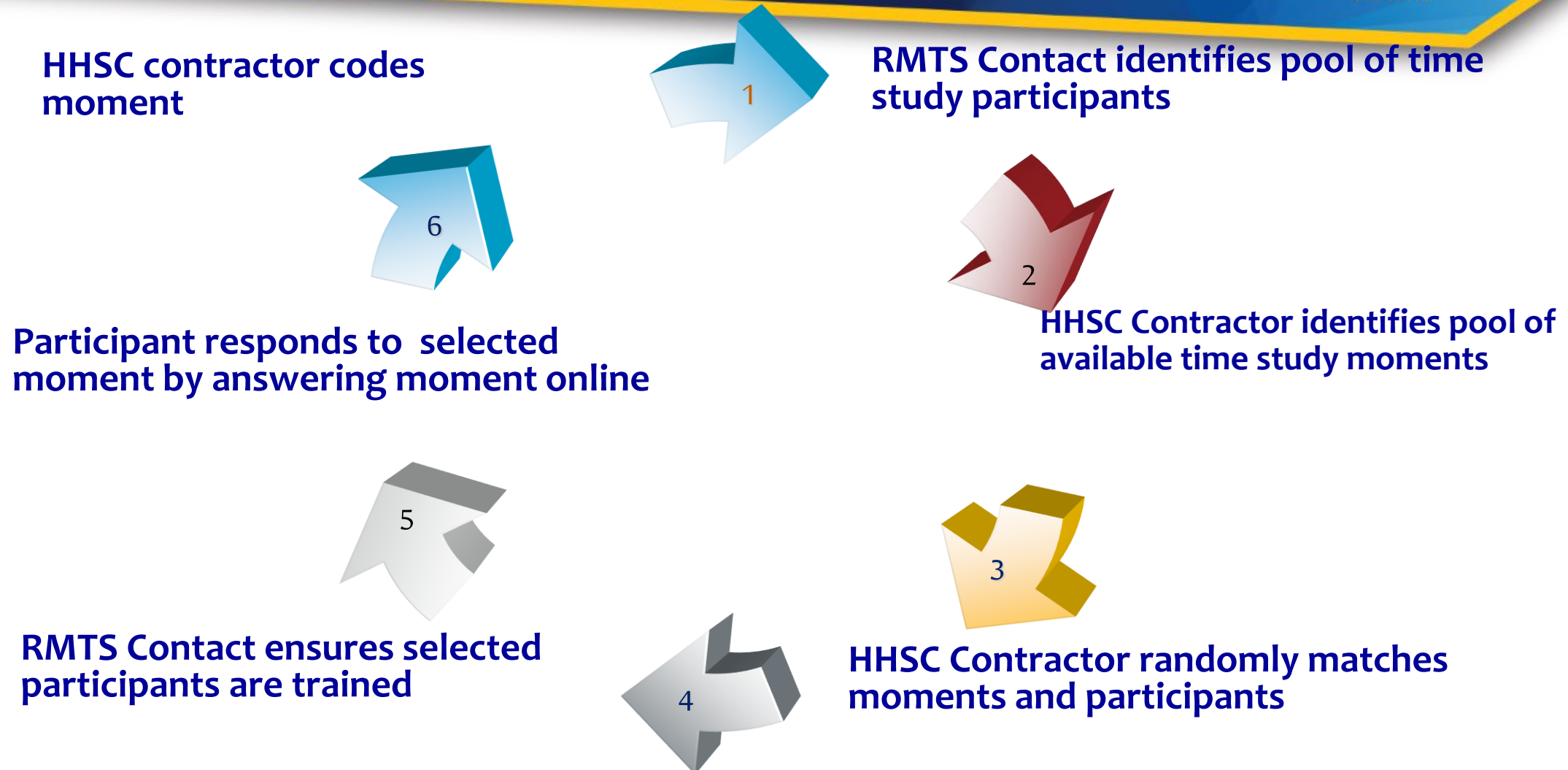


- Direct Medical – Providing care, treatment and/or counseling
- Outreach – Informing individuals, families and groups about available services
- Eligibility – Assisting individuals or families with the Medicaid eligibility process
- Referral, Coordination, and Monitoring – Making referrals, coordinating and/or monitoring the delivery of medical services
- Staff Training – Coordinating, conducting or participating in training pertaining to medical or Medicaid services
- Transportation – Arranging or providing transportation to medical or Medicaid services
- Translation – Arranging or providing translation to an individual or family to access medical or Medicaid services
- Program Planning, Development & Interagency Coordination – Developing strategies to improve the coordination and delivery of medical or Medicaid services
- Provider Relations – Activities to secure and maintain Medicaid providers



TEXAS  
Health and Human  
Services

# Overview- RMTS Process





# Requirements for RMTS



- **In order to participate, you must...**
  - Time Study Periods (Federal Fiscal Quarters)
    - 1st Quarter - October, November, December
    - 2nd Quarter - January, February, March
    - 3rd Quarter - April, May, June
    - 4th Quarter – July, August, September
  - To claim MAC must participate in time study.
  - Participant List (PL) must be certified for entity to participate in the random moment time study (RMTS).
  - To be included on the MAC claim the position must be included on the PL.
  - A statewide response rate of 85% for RMTS moments is required.
  - Mandatory annual training for RMTS Contact and participants is required.

# Requirements - Important Dates



TEXAS  
Health and Human  
Services

Event	Opens/Begins	Closes/Ends (6 p.m. CT)
<u>Participant List (PL)</u>		
1st Quarter PL	08/14/2020	09/15/2020
2nd Quarter PL	09/16/2020	12/15/2020
3rd Quarter PL	12/16/2020	03/15/2021
4th Quarter PL	03/16/2021	06/15/2021
<u>Time Study (TS)</u>		
1st Quarter TS	10/01/2020	12/31/2020
2nd Quarter TS	01/04/2021	03/31/2021
3rd Quarter TS	04/01/2021	06/30/2021
4th Quarter TS	07/01/2021	09/30/2021



# Requirements - Training



- Each RMTS Contact must complete HHSC training annually
- RMTS contacts are required to complete only one HHS annual initial training and then are eligible to take “refresher” trainings.
- Initial training must be interactive and therefore must be conducted via Face-to-Face, Webinar, Skype or Teleconference
- Refresher training may be conducted via CD's, videos, web-based and self-paced training
- HHSC recommends that all participating entities have at least 2 employees attend mandatory RMTS Contact training
- Trained RMTS contacts are responsible for training Time Study (TS) participants annually
- MAC Financial Contact training is mandatory and held separately



TEXAS  
Health and Human  
Services

# Requirements - Training

- Full Access versus View Only Access
- System Access is limited to “View Only” until training is completed



Welcome, Blanca Norridge ([Logout](#))

## D'Angelo Center (ECI)

[Dashboard](#) [Participant List](#) [Time Study Sample](#) [Manage](#)

[Manage Contacts](#) | [Manage Training Status](#)

### FY2015 -- D'Angelo Center (ECI) RMTS Contact Trainings

Filters: [FY2015](#) [D'Angelo Center \(ECI\)](#) [RMTS Contact Trainings](#) [All Users](#) [Confirm](#)

[Preparers Available for Hire](#)

Actions	FB User Id	First Name	Last Name	District	Trained	Status	Training	Training Period	Willing to Hire Out? *
<a href="#">Make View-only</a>	777383	Gemma	Baddington	D'Angelo Center (ECI) (Secondary RMTS Contact)	Yes	Full Access to PL and TS	RMTS 2015 - ECI Initial (Webinar 2014-09-03, 08:30:00-12:00:00 Austin, TX)	FY2015	No
<a href="#">Make View-only</a>	271009	Harold	Goode	D'Angelo Center (ECI) (Secondary RMTS Contact, Primary CEO)	Yes	Full Access to PL and TS	RMTS 2015 - ECI Initial (Webinar 2014-09-03, 08:30:00-12:00:00 Austin, TX)	FY2015	No
No Access	940532	Sheila	Hultgren	D'Angelo Center (ECI) (Primary MAC Financial Contact)	Yes	No Access to PL and TS	RMTS 2015 - ECI Initial (Webinar 2014-12-03, 13:00:00-16:30:00 Austin, TX)	FY2015	No
Yourself	271189	Blanca	Norridge	D'Angelo Center (ECI) (Primary RMTS Contact)	Yes	Full Access to PL and TS	RMTS 2015 - ECI Initial (Webinar 2014-09-03, 08:30:00-12:00:00 Austin, TX)	FY2015	No <a href="#">Change to Yes</a>
Not Trained	366575	Bob	Federer	D'Angelo Center (ECI) (Secondary MAC Financial Contact)	No	No Access to PL and TS			
* Choosing "Yes" means that you authorize the release of your name and contact information to the general public as someone who is willing to be hired to provide contract services to others. NOTE: You must have attended training for the relevant period and role type in order to select "Yes". Neither HHSC nor Fairbanks will endorse an individual's capabilities to provide the contract service.									

#### RMTS Information

[RMTS Information Website \(TX - HHSC\)](#)

#### MAC Information

[MAC Information Website \(TX - HHSC\)](#)

# STAIRS Contacts



TEXAS  
Health and Human  
Services

## Entity Contacts

Chief Executive Officer (CEO)/Director

RMTS Contacts

MAC Financial Contacts

## Time Study Participants

Health and Human Services Commission

HHSC Contractor

Fairbanks LLC

☐ Technical Support

☐ Central Coding Staff

# Chief Executive Officer (CEO)/Director



- Must be designated as a contact in STAIRS. Username and password will be provided via E-mail
- Has the ability to add “Primary” RMTS contact

Primary RMTS Contact can add Secondary Contacts

When a Primary or Secondary RMTS contact is added, it automatically generates an e-mail containing their username and password

# RMTS Contact



- Must be an employee of the entity or its designee
  - Primary RMTS Contact must be an employee of entity
  - Entity assumes all responsibility for designee's actions/non-actions
- Ensure all contact information is current and accurate
- Must attend annual training provided by HHSC
- Verify and update quarterly Participant List
- Monitors and adjusts selected participant start times (MH-IDD Only)
- Provides RMTS training to sampled participants
- Provides ongoing technical assistance to participants
- Ensure entity compliance with 85% required response rate
  - Receives weekly list of participants that did not respond to their moments
  - (document reason for missed moments)
- Contact can enter paid and unpaid time off for the selected participants when they are unavailable



# RMTS Contact (con't)



- Time study participants who are absent at the time of their selected moment but will return within 5 business days, should complete the moment.
- The RMTS Contact will need to respond to the moment as “paid or unpaid” leave if the participant will not return within 5 business days.
- If a position is Vacant, the RMTS Contact should respond to the moment as “unpaid” leave. If a position has been filled, the selected moment should be forwarded to the new employee for response.
- If the position is filled after the 3 day notification has been e-mailed to the vacant position or the employee previously in that position, the new employee will have to use the username and password provided on the 3 day notification
- Because this is a STATEWIDE time study sample if you have an employee (contractor or regular) that has been selected for a moment but is working for another entity at the time of their moment they still respond to the moment what they were doing



# Time Study Participant



TEXAS  
Health and Human  
Services

- **Time Study Participant must:**

- Must answer the following to document the sampled moment:
  - What were you doing?
  - Why were you doing it / performing activity?
  - Activity a benefit to? / What other services?
  - Who were with you? / Where do they reside?
- Must attend annual training provided by trained RMTS Contact
- Participant notified of moment 3 days in advance
- Enter response within 5 business days of moment
- Reminders sent to participants via e-mail at 24, 48, & 72 hrs.
  - Primary RMTS Contact copied on the 72 hour reminder
- Failure to enter the information will disqualify the moment
- Respond to follow-up questions from coders within 3 business days from receipt of e-mail.
  - Primary RMTS Contact will be copied on the e-mail

# HHSC – Time Study Unit



- Provides RMTS support and guidance
- Provides training to RMTS Contacts
- Provides training to Central Coders
- Works with appropriate federal agencies to design and implement programs
- Conducts ongoing program review to include:
  - Time Study results
  - Compliance with training requirements
  - Documentation compliance
- Sends out the non-compliance notification letters



- **Central Coders**

- Receives training from HHSC on activity codes
- Review the participant's response for the sampled moment
- Assigns activity code using uniform time study codes
- When additional information is needed they must obtain clarifying information from time study participants via follow-up e-mail within 3 business days of request.
- Moments and assigned codes are reviewed by a 2nd and 3rd coder for agreement and quality assurance

# Fairbanks, LLC. (con't)



- **Technical Support**

- Contracted by HHSC to operate and administer the web-based RMTS system
- Assist in annual training for RMTS Contacts
- Ongoing system support
- Send e-mail notification to selected participant 3 days prior to the sampled moment
- Send reminder e-mails for non-response to the sampled moment

# Manage Time Study Sample



TEXAS  
Health and Human  
Services

FB FAIRBANKS LLC

Welcome, (Logout)

(ECI)

Dashboard Participant List Time Study Sample Manage

Open Quarter: July - September 2018

Quarter-to-Date Compliance: 85%  
Overall Compliance: 17%

Open Quarter: July - September 2018 Change Quarter (Training status: full access)

Download Sampled Usernames/Passwords to Distribute Reference Materials

Paid Leave Unpaid Leave Edit Showing: 1 - 69

Job Category	Last Name	First Name	Email	Location	Employment Type	Moment ↑	Is Certified
Early Intervention Specialist (EIS)		Joanne		Allen	Part Time	07/03/2018, 05:51 AM	Certified 05/28/2018, 09:46 AM
Speech Language Pathologist - Intern (CFY)		Whitney	@.org		Full Time	07/19/2018, 11:49 AM	Not Certified
Early Intervention Specialist (EIS)		Cassandra	@.org		Full Time	07/02/2018, 10:09 AM	Certified 07/02/2018, 11:16 AM CDT
Marriage & Family Therapist (LMFT)		Sarah	@.org		Full Time	07/02/2018, 11:08 AM	Certified 07/02/2018, 07:28 AM CDT
Occupational Therapist - Licensed (OT)		Megen	@.org		Full Time	07/20/2018, 01:26 PM	Certified 07/20/2018, 11:16 AM CDT
Early Intervention Specialist (EIS)		Lisa	@.org		Full Time	07/20/2018, 02:58 PM	Future Moment
Early Intervention Specialist (EIS)			@.org		Full Time	07/27/2018, 11:42 AM	Future Moment

RMIS Information Website (TX - HHSC)

For questions, please contact Fairbanks LLC Client Information

A Moment that has not been certified yet.

A Moment that has been certified by the participant.

A Moment that has been certified by the Program Contact.

A Moment that has been certified by the Fairbanks LLC.

A Future Moment within the certification deadline.

A Future Moment

# Polling Question



- 1.If a participant fails to respond to their moment within the 5 business days the RMTS Contact must:
- A. Document the reason for the missed moment in STAIRS
  - B. Report the incident to the participant's supervisor
  - C. Remove the participant from the PL and exclude from TS
  - D. All of the above



# Participant List



TEXAS  
Health and Human  
Services

- **Agenda**
  - Development
  - Certification
  - Who's In
  - Drop Down Options
  - System Demonstration

# PL - Development



- At the beginning of each quarter only the trained RMTS Contact provides in STAIRS a comprehensive list of staff eligible to participate in the RMTS.
- Once the PL has closed you cannot add/delete a participant nor change position/function category.
- Every time the PL is updated, it is also certified.
  - The button prior to the deadline, even if there are no changes to the PL from the previous RMTS Contact must open the PL and click the “certify the PL” quarter.

# PL - Development



An accurate PL is a critical part for ensuring eligibility for MAC

**If an entity does not update/certify its PL by the deadline:**

They are ineligible to submit a MAC claim for that quarter

- Reminder e-mails will be sent only to those entities that have not certified their PL.
- The PL provides a basis to identify the positions that may be included in the MAC claim

# PL - Development



- **Vacant Positions**

**Inconsistent implementation from year to year and entity to entity**

- Only the vacant position(s) the district anticipates filling during the quarter should be included on the PL
- Should be reviewed and edited each quarter before the PL closes
- Loading the PL with vacant positions limits the opportunity for the selected moment to be a reimbursable response
- RMTS Contact responds to the moment as paid/unpaid leave
- Excess ultimately lowers the RMTS percentage across the State

# PL - Development



## • Duplicate Positions - What To Do???

- Identify and Remove from PL
- If more than one job function is performed by the participant, only include it once on the PL in the category/function performed majority of the time.
- Email(s) will be sent to those entities identified as having possible duplicate entries.
- HHSC trained RMTS Contact will be responsible for removing duplicate entries prior to the PL close date.

**To remove duplicates from the PL do the following:**

Export your PL to Excel. Choose the column of data (e.g. address, external ID) that may have duplicates. Highlight that column and choose the “conditional formatting” option. You’ll see an option there to “highlight duplicate values”

**It’s easy to identify and remove any duplicates.**

# PL - Who's In???



- **Participant List includes:**

- Staff who perform MAC activities:

- Regular duties on a weekly basis

- Regular Staff

- Federally funded employees

- Contractors (including all positions) who are not employees of the entity but provide services for entity.

- For one position being filled by multiple contractors, it should be listed as one position on PL

- For multiple positions filled by one or more contractors, then each position should be listed on PL.

- Vacant positions that are anticipated to be filled (with reasonably certainty) during the quarter.





TEXAS  
Health and Human  
Services

# PL - Drop Down Options (ECI)

ABA Specialist  
Assistant Director  
Audiologist – Licensed  
Dietitian - Licensed  
Early Intervention Specialist (EIS)  
Licensed Professional Counselor (LCP)  
Marriage and Family Therapist  
Nurse – Advanced Practice (APN)  
Nurse – Licensed Vocational (LVN)  
Nurse – Registered (RN)  
Occupational Therapist – Licensed (OT)  
Occupational Therapist – Certified Assistant (COTA)  
Other Management Staff  
Parent Educator  
Physical Therapist – Licensed (PT)  
Physical Therapist – Assistant (LPTA)

Pre-Enrollment Staff  
Program Director  
Program Supervisor  
Psychologist – Licensed  
Psychologist – Licensed Associate (LPA)  
Public Outreach/Child Find Staff  
Service Coordinator  
Site Manager  
Social Worker – Licensed Clinical (LCSW)  
Social Worker – Licensed Master (LMSW)  
Social Worker – Licensed Baccalaureate (LBSW)  
Speech and Language Pathologist – Licensed (SLP)  
Speech and Language Pathologist – Licensed Assistant (SLPA)  
Team Leader  
Trainer/Coordinator



TEXAS  
Health and Human  
Services

# PL - Drop Down Options (LHD)

Administrative Assistant/Technician  
Aide – Health Clinic  
Audiologist  
Clerk - Intake/Screening/Eligibility  
Coordinator – Immunization/HIV/STD/TB  
Dental Assistant  
Dental Hygienist  
Dentist (DO)  
Dietitian  
Health Education - (Specialist/Technician)  
Interpreter/Translator/Bilingual Specialist  
Licensed Chemical Dependency Counselor (LCDC)  
Licensed Marriage and Family Therapist (LMFT)  
Licensed Professional Counselor (LPC)  
Medical Assistant  
Nurse -Advanced Practitioner (APN)  
Nurse - Licensed Vocational (LVN)  
Occupational Therapist - Licensed (OT)  
Occupational Therapist - Certified Assistant (COTA)  
Outreach Worker/Case Worker/Community Relations Specialist

Physical Therapist - Licensed (PT)  
Physical Therapist - Licensed Assistant (LPTA)  
Physician - Medical Doctor (MD)  
Physician Assistant (PA)  
Psychiatrist – Licensed  
Psychologist - Licensed  
Psychology – Licensed Intern  
Receptionist/Telephone Operator  
Registered Nurse (RN)  
Service Coordinator/Case Manager  
Social Worker - Licensed Baccalaureate (LBSW)  
Social Worker - Licensed Clinical Social Worker (LCSW)  
Social Worker – Licensed Master (LMSW) – (Non-clinical)  
Specialist - Pregnancy, Education and Parenting Program  
Specialist - Prevention (Immunization/HIV/STD/TB)  
Speech Language Pathologist - Licensed (SLP)  
Technical – Medical Records/Quality Assurance  
Technician – Laboratory/Radiology

# PL - Drop Down Options (MH-IDD)



## Direct Care Personnel

- Case management / service coordination
- Continuity of care
- Client / consumer supervision
- Counseling / psychological services
- Habilitation / rehabilitation / skills training
- Licensed medical personnel
- Other client / consumer service

## Administrative Personnel

- Contract management
- Director / manager / supervisor
- External / public relations
- Quality assurance / management
- Utilization management/service authorization
- Other administrative positions

# PL - Drop Down Options (MH-IDD) con't



## Other Personnel with client/consumer contact

Benefits assistance / eligibility

Client / consumer rights

Enrollment / intake / service eligibility

Hotline / information line/ screening

Transportation / van driver

Other client / consumer support



TEXAS  
Health and Human  
Services

# PL - System Demonstration

- Demonstration of RMTS online system:
  - Participant List Development
  - Managing Contacts
  - Designating “Willing to Hire Out”
  - Training Tracking
  - Time Study Sample
  - Monitoring Response Completion
  - Documenting non-response

# Polling Questions



TEXAS  
Health and Human  
Services

2. If a participant performs more than one job function for your entity place them on the PL for each function they perform
  - A. True
  - B. False
  
3. Mr. Lopez has resigned and Ms. Cortez has replaced him and both are SLP should the RMTS Contact update the PL with Ms. Cortez?
  - A. True
  - B. False



# Polling Questions



4. If a selected participant is no longer working at the entity and no one has filled the position, the RMTS Contact should:

- A. Respond to the moment as paid leave
- B. Respond to the moment as unpaid leave
- C. Edit the moment & change the participant name to "Vacant"
- D. Both B & C

5. A RMTS Contact with "View Only" access can respond to a moment when the participant can't complete the moment in the 5 days

- A. True
- B. False

# Time Study Moment - General




Total pool of moments calculation:

$(\text{work days in quarter}) \times (\text{work hours each day}) \times (60) \times (\# \text{ of participants})$

Time study “moments” are randomly selected throughout the entire quarter

A time study “moment” represents one minute at the selected time

If a participant is sampled for a “moment,” their only responsibility is to document what they were doing at that precise minute

Some options have “hover-over” and/or “question marks”  that provide additional information that helps the participant make the best selection

# Email Messages



- Types of Communication managed predominantly via e-mail, i.e.:
  - RMTS moment notifications and follow ups
  - Participant list updates
  - Compliance follow-ups
  - MAC Financial notifications and follow-ups
- Role in Fairbanks dictates what messages you receive
- It's critical that your district authorize your e-mail system to accept emails from Fairbanks.
- Confirm with your IT staff to make sure that e-mails with [info@fairbanksllc.com](mailto:info@fairbanksllc.com), and [@hhsc.state.tx.us](mailto:@hhsc.state.tx.us) extensions pass through firewalls and spam filters.

# Helpful Hints



## Passwords

Passwords will not change

If you forget your password, you can reset it at the log-in screen

## Manage Contacts

Delete contacts if they are no longer with your entity

Do not back space and type over the name

To add a contact in system use the “Add a new contact”

Username & Password will be e-mailed

The primary contact can change primary status from themselves to a secondary. A secondary contact cannot change primary contact status

There can be only one Primary contact for each role (RMTS and MAC)

There is no limit to the number of secondary contacts

For system questions contact Fairbanks support line: (888) 321-1225

# WRAP UP



- If you are not listed in the Fairbanks system as a Contact then you cannot receive credit for completing this training until you have been added by the Primary RMTS contact or CEO/Director
- There are NO certificates for training:
- You will receive an email thanking you for attending today's training, however this does not mean that you will receive training credit.
- RMTS Contacts can view attendance information via Fairbanks by clicking the "Training" tab on the top far right portion of the screen.
- A maximum of 9 days processing time is required after attending training before the session attended will be listed next to the RMTS Contact's name and the "status" column will then show full access
- Once "Full Access" is indicated you will be able to update/certify the participant list
- You can print this screen using the printer icon located on the top right corner of the screen for your records

# Contact Information



TEXAS  
Health and Human  
Services

## Time Study

- Richard Baylie- **Director**
- Ri-Chard Thomas – **Team Lead**
- Alexandra Young – **Rate Analyst**

(512)490-3194

## E-Mail Address

[TimeStudy@hhsc.state.tx.us](mailto:TimeStudy@hhsc.state.tx.us)



# Contact Information (con't)



## Websites

<https://rad.hhs.texas.gov/time-study/time-study-eci-training-information>

<https://rad.hhs.texas.gov/time-study/time-study-lhd-training-information>

<https://rad.hhs.texas.gov/time-study/time-study-mhidd-training-information>

Fairbanks, LLC.

(888) 321-1225

[info@fairbanksllc.com](mailto:info@fairbanksllc.com)



TEXAS  
Health and Human  
Services

# Thank you

---

Time Study Unit